

**Having two and half decades of techno-commercial experience in the arena of IT project management, global delivery, strategic business advisory, stakeholder experience enhancement , ideation and funding support inline with the growth of the organisation.**



**Startups Investments / Mentoring;**



**ΩMEGAON**



### **Seed investor & Startup mentor:**

- ✚ Investor at STARTUPS CLUB, BANGALORE, which mentors and invests in Early Stage Startups from every corner, be it Tier2 & Tier3 cities of India.
- ✚ An expert in exploring startup ideas and understanding the disruptive advantage in an innovative proposal
- ✚ Working closely with startups that I have invested and streamlined their strategy towards growth.
- ✚ Focused contributions are creating a workable business module for startups and market validations of the products.
- ✚ Helping startups to define their business goals and help them to achieve the same by design.
- ✚ I work as strategic advisor to budding entrepreneurs and help them scale up.
- ✚ I am fascinated with new and unique ideas that bring about a disruptive change in the society.

### **Contributing Ideas & Expertise**

- ✚ Strong & proven abilities to identify organizational needs meet corporate goals and undertake full responsibility for delivering solutions which meets Customer's expectations/requirements.
- ✚ Enable expansion of regional & global footprint by providing thought leadership on competitive differentiators, new/emerging markets, identifying innovative solutions/ service offerings to strive and achieve leadership position
- ✚ Ensuring Customer Satisfaction and Escalation Management.
- ✚ Customer interfacing and Customer SLA assurance Management.
- ✚ Project /Process innovation towards cost optimization (Delivery Process optimization).
- ✚ Planning Budgets and Cost management of Projects.
- ✚ Supported Competency Building, Presales and Account mining working with Relationship / Account Management teams

### **Influence in the industry**

- ✚ Proven ability to convince, influence & persuade 'C' level executives with innovative offerings/solutions. Testimony to this fact is winning of strategic customers like Deutsche Bank, Lloyds Bank, Pharma in EMEA
- ✚ Strong Collaboration with Project teams for effectively servicing the clients and executing the projects

<div style="text-align: center;">  <p><b>Siebel 8 Consultant</b></p>   </div> <p><b>Technology Expertise;</b></p> <ul style="list-style-type: none"> <li>• Siebel</li> <li>• Salesforce</li> <li>• OBIEE</li> </ul> <p><b>Key Skills;</b></p> <ul style="list-style-type: none"> <li>• Global Delivery</li> <li>• People Management</li> <li>• Stakeholder Interaction</li> <li>• CRM Fitment</li> <li>• Resource Fitment</li> </ul> <p><b>Domains Expertise;</b></p> <ul style="list-style-type: none"> <li>• Manufacturing</li> <li>• IT Services</li> <li>• BFSI</li> <li>• Pharma</li> </ul>	<ul style="list-style-type: none"> <li>✚ Coordination with Product Vendors</li> </ul> <p><b>Experience that brings insight</b></p> <ul style="list-style-type: none"> <li>✚ Knowledge of emerging end to end solutions like implementations, upgrades and support services complements his business and product knowledge in realizing solutions that deliver results.</li> <li>✚ Over the years has managed various aspects of a successful Global CRM projects and was responsible for delivering business applications to support business operations like Manufacturing, Banking &amp; Finance and Pharma</li> <li>✚ Managed vertical solutions successfully as a delivery manager and supported in building the competency.</li> <li>✚ Experience in supporting the Competency development for CRM managed services, mentored &amp; nurtured close to 125+ associates</li> </ul> <p><b>IT Career Summary:</b></p> <ul style="list-style-type: none"> <li>✚ Over 2 ½ decades of Mid-level leadership in Global IT Corporations</li> <li>✚ Managed teams across geographies &amp; multi-locations</li> <li>✚ Leadership roles in Application Development, IT Production Support for large Corporations</li> <li>✚ Experienced in Building, leading, managing and motivating large cross-functional Geographically distributed teams to deliver business results</li> <li>✚ Successful engagements with Global Customers including Global Banks, Corporates, Enterprises etc.,</li> </ul> <p><b>IT Work Experience</b></p> <p>Worked across the globe managing large multinational implementations at various locations</p> <ul style="list-style-type: none"> <li>✚ USA – Microsoft, Oracle &amp; IBM</li> <li>✚ EMEA – leading banks of the world – CITIBANK, Lloyds, Deutsche</li> <li>✚ Italy – Pharma (world largest generic pharma giant) - TEVA</li> <li>✚ Japan – Electronics Appliance - NEC</li> <li>✚ UAE, Abu Dhabi             <ul style="list-style-type: none"> <li>○ Managed the entire Greenfield implementation of their business process re-engineering of their entire IT organization for a large Realty organization for over a year.</li> </ul> </li> </ul> <p><b>Proficiencies and expertise</b></p> <ul style="list-style-type: none"> <li>✚ Proficient in the areas of Global IT Services Delivery, IT Program Management, Competency development and deploying typical solutions across various geographies,</li> </ul>
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<p><b>EDUCATION &amp; TRAINING</b></p> <ul style="list-style-type: none"> <li>• Masters in commerce</li> <li>• Post Graduate Diploma in Systems Management</li> </ul> <p><b>PSP/TSP Trained by Carnegie Mellon University</b></p> <p><b>Domain Experience</b> Retail Banking</p>	<p>different verticals, multi time-zone &amp; multi lingual environments.</p> <ul style="list-style-type: none"> <li>✚ Excellent knowledge of business across various verticals such as Manufacturing, Banking, Financial Services and Insurance, Pharma emerging technologies which complements in understanding the challenges involved in Process Consulting, Implementation, Development, Upgrade, Support &amp; Maintenance solution offerings to support strategic growth for the IT needs of the Organization and clients</li> </ul> <p><b>Strong Siebel &amp; SalesForce CRM technical expertise</b></p> <ul style="list-style-type: none"> <li>✚ Strong technical knowledge of the entire application across horizontals</li> <li>✚ Built &amp; provided support of Siebel Hardware Environment on-premise equivalent to present day's Oracle Cloud Infrastructure, Microsoft Azure or AWS Cloud.</li> <li>✚ Installed Siebel environment for CITIBANK data center for Emerging local Corporates at Singapore after pilot project roll out at Prague, Czech Republic</li> <li>✚ Installed Citrix Servers at CITIBANK data center and published Citrix clients on users desktops / laptops</li> <li>✚ Installed multi patches for different languages across Siebel versions (4.x to 8.x)</li> <li>✚ Installed Siebel applications (SIA, SEA) for multiple instances and managed production environments with high uptime of 99.996%</li> <li>✚ Involved in troubleshooting L3 tickets for major production environments for clients like IBM, Microsoft &amp; Oracle</li> <li>✚ Involved in Data mapping from legacy applications to Siebel database</li> <li>✚ Expert in EIM data loading and optimization</li> <li>✚ Managed Salesforce development team of 20 while heading the delivery @ Pegasys Technologies Inc, Indian ODC.</li> </ul>
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**Senior & Middle Level Management experience :**

<b>2014-15</b>	<b>International Trading Company , Abu Dhabi, UAE</b>
<b>2012-14</b>	<b>Pegasys Technologies Inc., USA</b>
<b>2011-12</b>	<b>Polaris FT Ltd, India</b>
<b>2010-11</b>	<b>TEVA, Italy</b>
<b>2006 -10</b>	<b>Oracle Corp Inc, Redwood Shores, USA</b>
<b>2005-06</b>	<b>Microsoft Inc, Redmond, USA</b>
<b>2004-05</b>	<b>Hitachi Consulting, India ( on an assignment – Japan)</b>
<b>2000- 04</b>	<b>IBM Inc, USA</b>